



“Sparkle” Window Cleaning Services

Spotlessly clean windows - every time!

“Sparkle” Window Cleaning Services is a one-person window cleaning business trading from the owners home using their own transport.

Company mission:

To clean windows spotlessly every time and give maximum customer satisfaction at a reasonable cost.

Business details:

The cleaning image is quality so time is allowed to clean all windows in the house properly and carefully. The cleaner is an experienced window-cleaner and is efficient. The time to clean all the windows of a house is, *on average*, 15 minutes. The charge made is £8.00 per house and the preferred cleaning frequency is monthly, this frequency ensures no build-up of grime that would slow the cleaning process down. The time between houses is, *on average*, 10 minutes as the major current market is a local, up market housing estate. The 15 minutes includes periodic changes of water.

The cleaner has a full portfolio of houses and wants to expand. An assistant is hired on a 40 hours per week basis at £4.50 per hour. For the first year, the assistant cleans a house on average, in 30 minutes and also takes 10 minutes to move between houses. After the first year it is anticipated that the average time to clean a house will fall to 20 minutes. The assistant expects 6 weeks total holiday per year, i.e. working a 46 week year.

What is the impact on the owners’ income and what are the issues?

State any assumptions you want to make.